



APANS
Health Services

ACCESSIBILITY PLAN

Copper Terrace

2023 - 2024

Accessibility Quality Improvement Worksheet

Suggested barriers to be addressed: Environmental, Architectural, Attitudinal, Financial, Employment, Communication, Transportation, etc.
 Working to meet the needs of persons served, personnel, other stakeholders

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
Architectural							
Maintain accessibility	Review access throughout home to ensure residents can move safely.	Medium	Unknown	Accommodation	Sept 2023	Aug 2023. Complete annually	DOES
	Consider adding accessibility buttons to balconies.	Medium	Unknown	Accommodation	Dec 2024	Not completed due to budget constraints 2023	DOES
	Maintain accessibility in facility throughout the year.	High	Unknown	Accommodation	Dec 2024	June 2023 – accessibility button to garden fixed to allow residents to freely go in and out of garden area.	DOES
Environmental							

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
Carpets- Hard to push wheelchairs/me d carts. Difficult to keep clean.	Remove Carpets and replace with flooring – replaced partial carpet on East Units Annual request for carpet replacement	High	Approx \$30,000	Accommodation	Dec 2024	One Activity room on each east unit that still has carpet in them. 2023 – Chapel, Fireplace room completed. Family Dining is a cut out of carpet and is in good shape. 1 activity room on each east side unit still has carpet. The rest is completed	Facilities Services Manager /ED/DOES
Heat covers continue to be in disrepair and often need fixing	Wooden Heat Covers to be made and installed annually until complete.	High	\$2500.00 Annually	Accommodation	Dec 2024 and annually til complete d	2023 – 5 heat covers made with resident supporting sanding and staining.	Maintenance Department
		Med	Unknown	Accommodation			

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Resident smoking area ramp is to inclined for residents to get selves out there	Assess and explore solutions like decrease incline, railing, etc				December 2024		
Attitudinal							
Residents and their families have increasing expectations.	Encourage families to assemble a Family Council rather than Family Forum. At this point Programs develops agenda's, education, etc. for meetings.	Med	Wages of Programs staff for hours of service absorbed by current salary	Programs Dept	Monthly Througho ut 2024	Have had Family Forum with 5 different family members. Continue to ask quarterly. Sept 2023 family forum was integrated with zoom and in- person. Continue to have additional families attend.	Director of Programs and Support Services
	Ensure that we are communicating process and expectations in LTC with families and	High	None	Nursing & Programs Budget	Upon admission	2023 - DOBS & DOCS talks to family members regarding move in process to improve communication.	Directors involved in move-in process

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	residents starting at the move in process throughout this stay					Request families to bring belongings before move in to facilitate a smooth transition. Has been effective.	
	Aim to exceed resident and family expectation through strong customer service.	High	Unknown	Nursing & Programs Budget	Annual	Ongoing in 2023. Ongoing compliments regarding organization and communication.	All Staff and Directors
	Employee Newsletter	Low	Absorbed in Office Supplies/Paper Budget	Accommodations	December 2024	Resident newsletter and improved and updated website 2022 – 2023.	3 rd Party website designer/DOPA SS
	Provide opportunities resident and families to communicate needs for care as they arise	High	None	N/A	December 2024	Completed Spring of 2023 and completed every 2 months Initiated Oct 2023	Director of Business Services
			Unknown				

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	Explore opportunities to use technology for communication to staff and residents	Mediu m		Programs	December 2024	Initiated Oct 2023	All Directors DOPASS
Improve satisfaction of staff facility wide.	Explore opportunities for facilitating communication with staff	High	Unknown	Accommodation	December 2024	Initiated Oct 2023	ED
	Develop a plan to incorporate staff in a variety of special events with residents through out the year	High	Absorbed in Programs Budget	Programs	December 2024	Ongoing 2023 – Pride Day Funky hat day Western Day BBQ in summer to support Resident Council	ED/DOPASS
	Develop morning	High	None	Programs	Dec 2024		DOPASS

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>announcements including staff celebrations.</p> <p>Explore opportunities to celebrate staff achievements/Good Work, and appreciation etc.</p>	High	Unknown	Accommodations	Sept 2024	<p>Not completed in 2023 due to other ongoing projects in program department.</p> <p>Initiated Oct 2023</p>	All Directors
Financial							
Occupancy-obtain occupancy above a 97% in order to obtain full funding.	<p>Beds are submitted and accepted to the LHIN in a timely manner.</p> <p>Currently the home has received less than 97% occupancy affecting funding. A</p>	High	Unknown	Accommodations	Sept 2024	Beds are being submitted next day after vacant with new DOCS starting Aug 2023.	ED/Director of Clinical Services/Director of Business Services
		High	Unknown	Accommodations	Dec 2022 and ongoing	Sept 2023 – Must be full for rest of year to obtain goal. Reduced occupancy starting beginning of 2023 was a barrier.	DOCS/ED

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	strong focus on occupancy throughout the team to improve this issue						
	Explore opportunities in partnering with Erie St. Clair LHIN (LTC Working Group) Committee and other community groups.	High	Absorbed in salaries	Nursing/Accommodation	Dec 2024	Management has worked diligently w/ nurse manager team to increase relationship with LHIN. Tours have started again. Barriers included low occupancy in beginning of 2023 and ongoing outbreaks/staffing concerns.	DOCS/ED
		High	Absorbed in staff salary	Nursing		Completed March 2023 Participation in FOG previously known as LTC/RH Action Group. ED is Co-chair of FOG.	ED

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	Explore opportunity to improve admission process to allow for multiple admissions in a week				Dec 2024	Sept 2023 – ED is signatory member of OHT for Chatham Kent. 2 beds could possibly be placed back in. Sale of home to another company has stopped movement on this item. Oct 2023 – area is over bedded so opportunity will not be moving forward.	Corporate
	Explore opportunities for Registered staff to assist with admissions	Med	Absorbed in Registered Staff Wage	Nursing	Oct 2024	Ongoing - June 2023 - Taking 2 to 3 admissions per week to obtain full occupancy. There is a pattern of increased admissions coming in very ill and passing within 6 months. This led to reduced occupancy. Initiated Oct 2023	DOCS/ED DOCS

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Ensure resident accounts are paid in full each month	Monitor monthly A/R with corporate and take appropriate actions (calls, letters etc.) with any overdue accounts.	High	Unknown	Accommodations	December 2024	Ongoing Monthly in 2023. Ongoing Aging AR meetings monthly June 2023 -Meet when needed with families who are struggling to understand responsibility for payment and voluntary separation. PAD is done with each new admission. Offered PAD to residents who weren't using it	Director of Business Services
	Transition residents to electronic payment via VOID cheque or Pre-Authorized Debit form from financial institution	High	None	Accommodation	December 2024	2023 – 11 -12 non-PAD stable from 2022.	Director of Business Services
Floor plan to accommodate the occupancy 60/40 split	Until such time of re-development, will work with	Med	Unknown	Accommodations	December 2024	Ongoing Review numbers quarterly. Need some	Management Team ED

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	the Home and Community Support Services to put residents in the appropriate accommodations					support corporately to fix entirely. 2023 – Split is monitored quarterly.	
Employment							
Recruitment	Advertising on well-known sites (Indeed) Attending Job Fairs in Community	High	\$500 annually	Advertising Budget	Dec 2024	Ongoing. Quarter 2 & 3 of 2023 rented sign on lawn for recruitment. All of 2023. Collaborations with college to take in students with hope to offer positions upon graduation. Paid Indeed Ad in summer of 2023.	Management Team /DOBS DOCS Corporate HR
Retention	Explore opportunities to improve on- boarding and mentoring	High	Unknown	Depends on department. Nursing/Programs or Accommodation	Aug 2024	April 2023 - New Orientation Process within group setting. All staff Day 1.	All Directors/ ESC/CSC

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	through the new hire process Explore opportunities to celebrate staff achievements and appreciation	High	Unknown. Likely absorbed in Staff expenses budget.	Accommodation	Nov 2024	Initiated Oct 2023	All Directors
	Explore opportunities to identify and overcome barriers related to retention and recruitment	High	Unknown	Accommodation	Nov 2024	Initiated Oct 2023	All Directors
Communicatio ns							
To enhance communication with family, staff etc.	Newsletters Encourage participation in Family Council.	High	None/Absorbed in budgets	Program/Accommoda tion	December 2024	Resident newsletter ongoing in 2023 monthly. Employee Newsletter started Q2 of 2023 January 2023 and ongoing encouragement with	All Managers/Front Line Staff.

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	Memos/huddles/ emails/dept mtgs.	High	None/Absorbed in budgets	Accommodation	December 2024	new families at time of move in and in newsletters, etc.	All Directors
	Utilizing One Call Now and Staff Stat for announcements, informative forum	High	Absorbed in budgets	Nursing/Accomodatio n	December 2024	On-going in 2023 for new hires, move-in's and events going on in the Home.	All Directors
	Explore opportunities to enhance communication with staff, residents and families	High	Unknown	Accommodation	December 2024	Used in 2023. Will look to expand opportunities to use. Initiated Oct 2023	All Directors
Transportatio n							
Bus services for resident out-of-town outings no longer able to provide service	Investigate transportation opportunities.	High	Per trip \$3 ea. way / resident/Unkno wn costs of other	Programs department and Residents Council	Dec 2024	June 2023 – Work closely with Family Services Kent in transportation to have access to	Programs Dept

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
for residents in wheelchairs which was previously sponsored by the Rotary Club	Increase walking programs, Duet Bike	High	transportation services None	Programs	Dec 2024	wheelchair accessible buses/CHAP services May 2023 -Walked to ice cream shop in Summer. Duet Bike a part of routine programming. Spring 2023 - CK Transit offers services but are unreliable and difficult to take more than 2 residents.	Programs Department
Other:							
Education and Information for staff to be accessible to meet all needs	Investigate opportunities to improve delivery of education and information to staff that addresses audio and visual limitations. (reach out to	Low	Unknown	Accommodation	December 2023	Opportunities explored and implemented in 2023 as needed. Accommodations made for student in Q1 2023 with a hearing impairment (see through mask and paper screening questions)	Associate Director of Clinical Services

Challenge/Barr ier	Solution	Priorit y	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	Surge for options)					Summer of 2023 - Increased on unit education/huddles/wri tten communication also added. Completed 2023	DOCS/ Associate Director of Clinical Services

Review date: _____